

From: "Oldham, Bill" <Bill.Oldham@shelby-sheriff.org>
To: "William Gibbons (wgibbons)" <wgibbons@memphis.edu>
Date: 4/13/2017 9:23:12 AM
Subject: Re: Survey

CALEA requires a 1,000 random survey of customers receiving our service each year.

Sent from my iPhone

On Apr 13, 2017, at 7:36 AM, William Gibbons (wgibbons) <wgibbons@memphis.edu> wrote:

Go ahead and do so !

Sent from my iPhone

On Apr 12, 2017, at 9:39 PM, Angela Madden (acrews1) <acrews1@memphis.edu> wrote:

All,

That's a good point.

Survey Monkey can accommodate open ended responses, but I could create response options, which would be easier to analyze.

AM

Dr. Angela Madden, Research Associate Professor
Public Safety Institute
University of Memphis

Sent from my Samsung device

----- Original message -----

From: "William Gibbons (wgibbons)" <wgibbons@memphis.edu>
Date: 4/12/17 7:29 PM (GMT-07:00)
To: Michael.Rallings@memphistn.gov
Cc: Jryall@memphistn.gov, floyd.bonner@shelby-sheriff.org, amy.weirich@scdag.com, OldhamB@shelby-sheriff.org
Subject: Re: Survey

Not sure SurveyMonkey will accommodate an open ended question like that, but I will check.

Sent from my iPhone

On Apr 12, 2017, at 6:19 PM,

"Michael.Rallings@memphistn.gov" <Michael.Rallings@memphistn.gov> wrote:

On items under #4, it seems the respondent should have to explain why LE is biased, etc. and have the ability to detail the reason for any negative response. Maybe a why? _____.

Director Michael Rallings
Memphis Police Department
201 Poplar Avenue
Suite 12-12
Memphis, TN 38103
[901.636.3705](tel:901.636.3705) (office)
[901.636.3124](tel:901.636.3124) (fax)

Community Outreach Program (C.O.P), a proactive initiative developed by the Memphis Police Department, to improve the quality of life of citizens and reduce juvenile violence, utilizing crime prevention techniques through identification, enforcement and education within the community.

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From: William Gibbons (wgibbons) [<mailto:wgibbons@memphis.edu>]
Sent: Wednesday, April 12, 2017 4:15 PM
To: Rallings, Director Michael; Oldham, Bill
Cc: Ryall, James; floyd.bonner@shelby-sheriff.org; Amy Weirich
Subject: Fw: Survey

Director and Sheriff,

You will recall the new OSC plan has as one of its measureable outcomes improved community satisfaction with law enforcement. We agreed that, in order to get a baseline measurement, we needed to do a survey of citizens this year, then follow that up with additional surveys moving forward.

Attached you will find an INITIAL DRAFT of a survey. We want to make sure you are comfortable with any survey that is conducted. Please review the draft over the next week and let me know of any changes/additions/deletions you feel should be made.

The plan is to distribute the survey via SurveyMonkey through the county.

If I do not hear back from you by next Wednesday (a week from today), I will assume you are ok with the draft.

Bill Gibbons
Executive Director
The Public Safety Institute



The University of Memphis
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Memphis, TN 38152
901.385-4232 | memphis.edu

From: Sharon Walker <swalker@memphiscrime.org>
Sent: Wednesday, April 12, 2017 3:55 PM
To: William Gibbons (wgibbons)
Subject: Survey

As requested.. Sam